

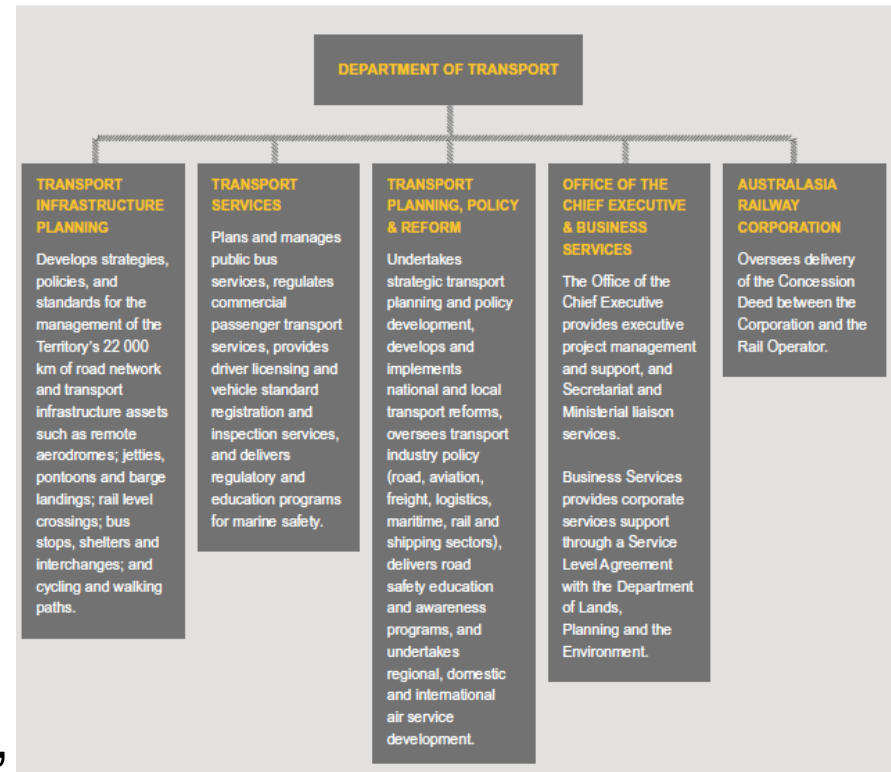
# Looking back, looking forward 2014, 2015 and beyond

ICT Industry Association NT  
*unwrapped*



# Agency Profile – Staff and Locations

- Around 290 staff
  - Service
  - Policy
  - Regulation/compliance
- Head office: Darwin,
  - Energy House
- MVR: Parap, Casuarina  
Palmerston, Katherine, Jabiru,  
Yulara  
Weighbridge in Berrimah and Katherine  
Alice Springs regional office



# Agency Profile

- Corporate Support

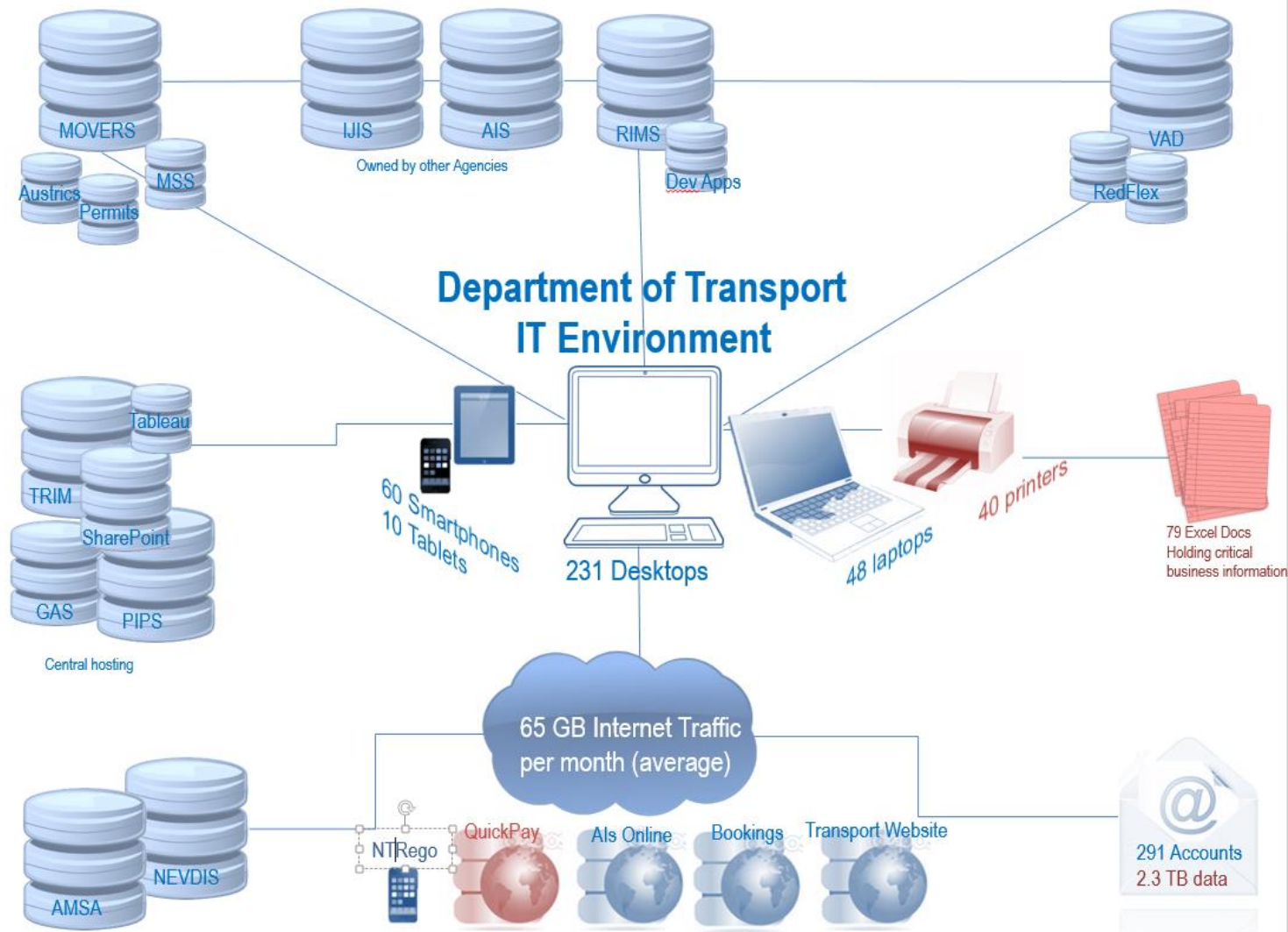
Hybrid model of corporate services.  
Strategic and operational support to the  
Chief Executive



ICT Spend 2014-15

Total IT expenses to 31 March 2015: \$3.145 million  
Operational IT expenses IT consultant expenses

# Agency Profile – IT Environment



- **Our Vision**
- Quality transport services and systems to support the growth of the Northern Territory
- **Our Purpose**
- To provide strategic transport planning, regulatory and customer services to ensure safe, efficient and sustainable transport systems which meet community needs and support Government's goals for the economic and social development of the Northern Territory



# Agency Profile – Agency Strategy 2014 - 2018

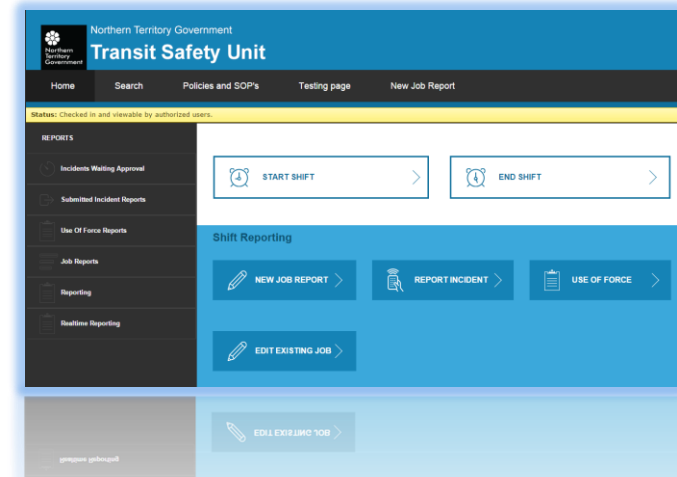
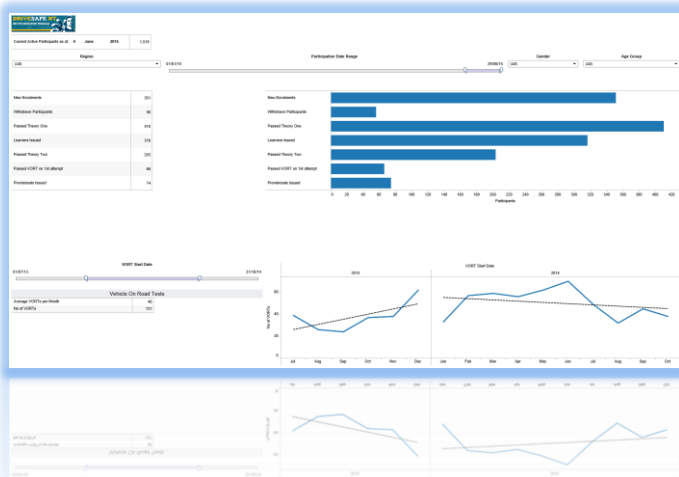
- How?**

Strategic Planning to Enable Infrastructure and Major Projects	Transforming our Transport Services	Improving Transport Safety	Enabling Outcomes
<ul style="list-style-type: none"> <li>Plan for the Territory's transport needs</li> <li>Develop and manage the Territory road network and transport assets</li> </ul>	<ul style="list-style-type: none"> <li>Provide a modern regulatory regime</li> <li>Influence national transport agenda</li> <li>Enhance passenger transport services</li> <li>Enable sustainable and active transport</li> </ul>	<ul style="list-style-type: none"> <li>Improve road user behaviour</li> <li>Enhance safety on the water</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder engagement</li> <li>Budget Management</li> <li>Workforce development</li> </ul>

- More information** <http://www.transport.nt.gov.au/publications>

# Recent ICT Activities

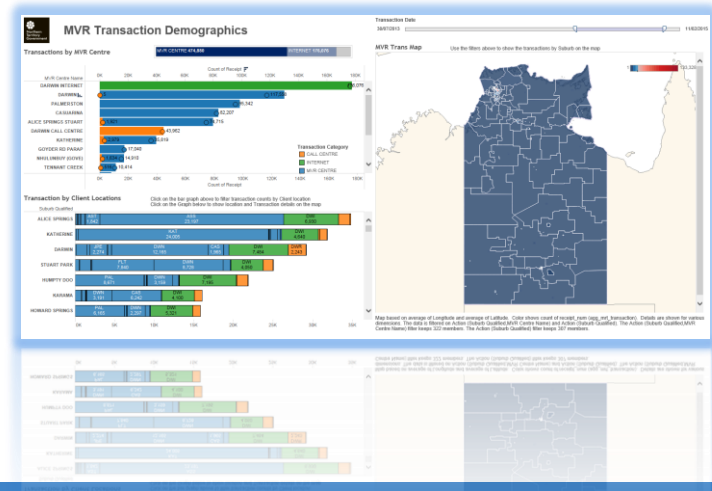
- Launch the MVR Online Booking application/service
- Developed on the Transit Safety Unit reporting application in SharePoint
- Launched the new Bus Ticketing and tracking system
- Increased our BI reporting capabilities with Tableau





# Planned ICT Activities for 2015/16

- Further reforms to the ICT Systems supporting improved and transformed service delivery at the MVR
- New ICT system for capturing feedback from clients utilising taxis and other Commercial Passenger Vehicles (CPV)
- Public Transport Business Intelligence Reporting
- Engagement with DCIS on Asset Management systems and capabilities



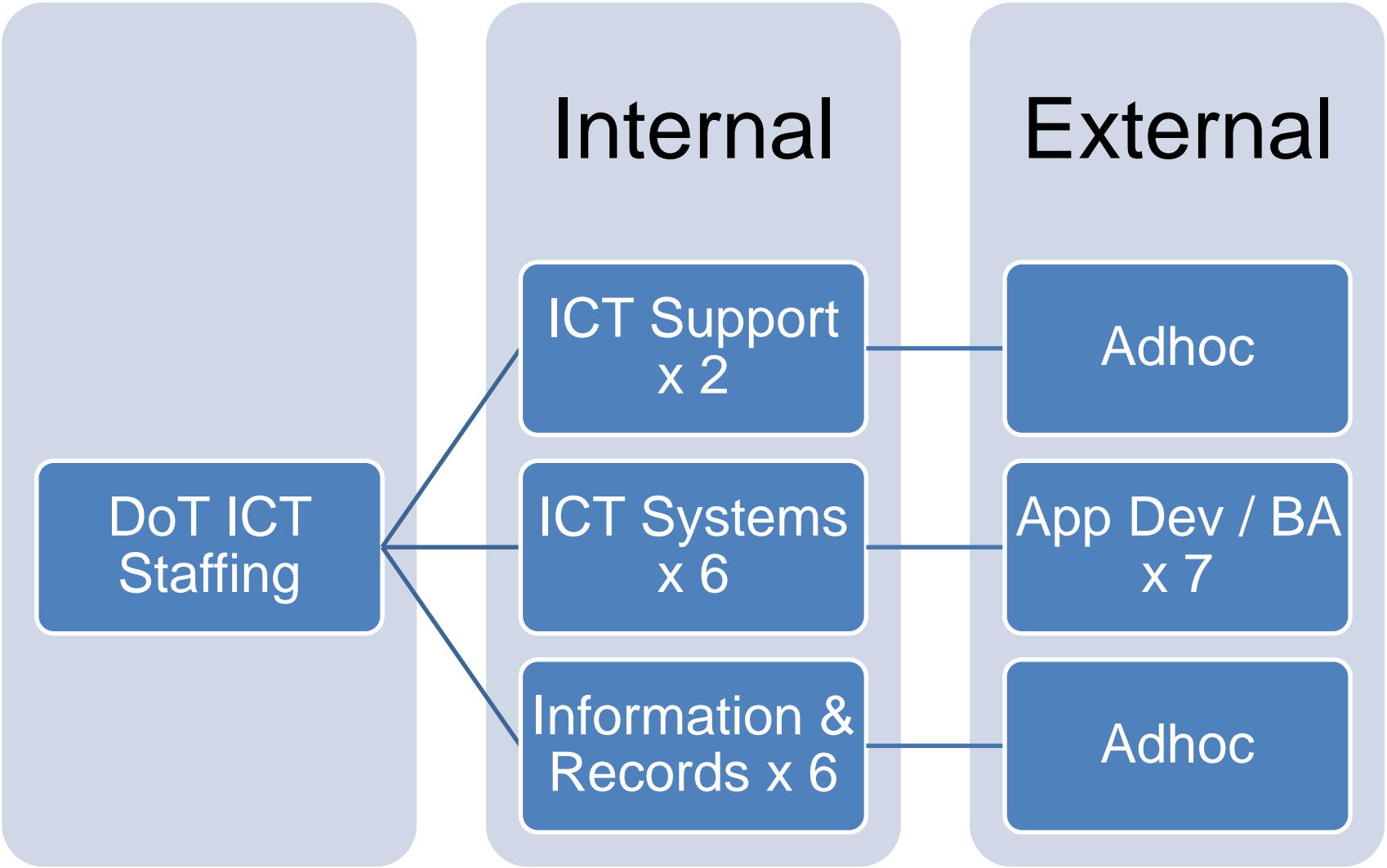


# Subsequent Financial Years

- Increase the maturity of our business intelligence and data warehouse programs
- Publishing key data sets publicly for interstate parties analysing our road networks
- Engagement with national and interstate programs to further improve road transport services and regulations
- Looking at “Automated first” for all new business and significant service delivery change programs



# ICT Staffing



# Pain Points

- Legacy systems – MVR, Public Transport, Marine
- Volume of manual data requests internally and externally
- National projects – data structure harmonisation / Business rule mapping
- Stop/start pace of projects

